

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

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3681

[illegible]

Class	Subclass	Date	Examiner
475	230, 231	9-30-05	ME
475	230, 231	3-21-06	ME
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Search History 3-21-06 M
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